

CAREER FOCUSED

education | skills | community **hope**



Table of Contents

Letter from the Commissioner 2

Department Organizational Chart 2

Executive Staff Biographies
and Department Roles 3

Timeline of Progress 5

Adult Facility Information 13

Division of Youth Services 17

Juvenile Reintegration Districts 20

Parole District Services 21

Staff Development & Training 23

Indiana Correctional Industries 25



Special thanks to those who assisted in the development of this publication:

Design & Formatting: Margaux Auxier, *Central Office*

Graphic Design: Nicole D. Arb, *Indiana Correctional Industries*

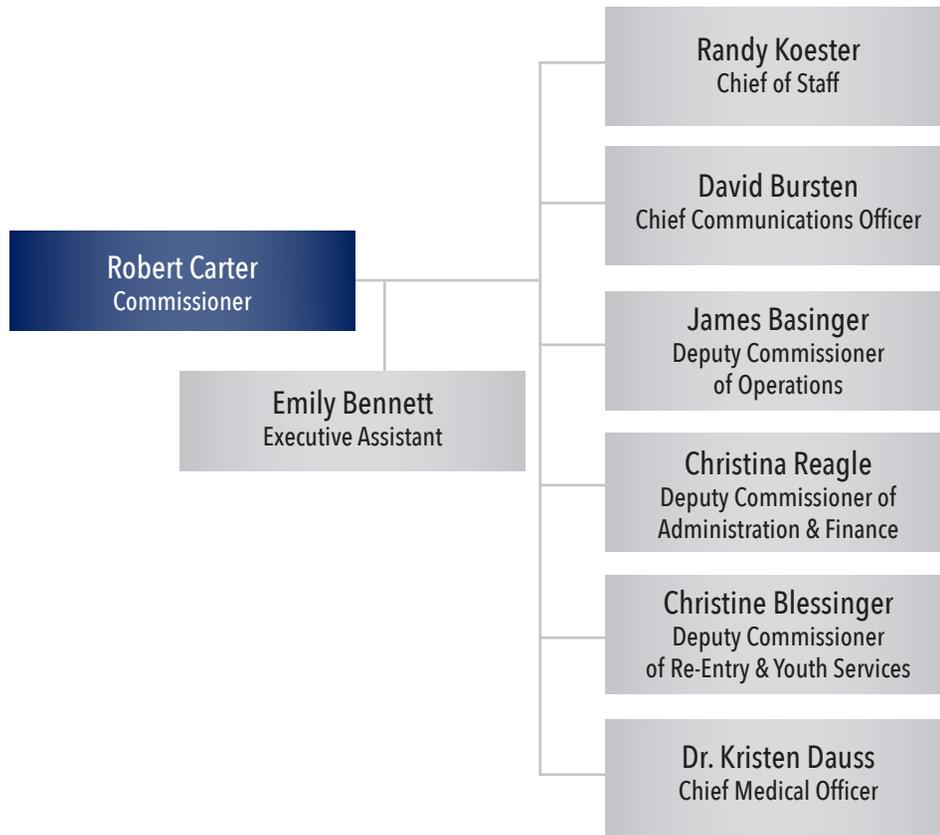
Editing: Dave Bursten, *Chief Communications Officer*
Richard "Brad" Gray, *Public Information Officer*
Matt Worthman, *Public Information Officer*
Michelle Rains, *Public Information Officer*

"We are aligning the potential that is inside the wire with the demand that is outside so that hope turns into a reality."

– **Indiana Governor Eric J. Holcomb** during American Workforce Policy Advisory Meeting on Dec. 6, 2019

The Department Organizational Chart

A Message from the Commissioner



I want to take this opportunity to express how proud I am of our 2019 accomplishments. I am excited by all the ideas expressed to me, and the level of enthusiasm and dedication I've observed in my tenure as Commissioner.

Our governor continues to prioritize initiatives that will raise the state of Indiana to The Next Level. These include readying the prison population for employment following incarceration and resolving issues such as trafficking, assaults and other critical incidents that interfere with our mission of public safety.

The people of Indiana put their trust in us to protect them from those convicted of the most serious criminal offenses. It is our mission to improve their attitude and behavior, so they are less dangerous by the time they complete their sentence and re-enter society. Meeting this formidable challenge requires us to apply our knowledge, skills and fearless dedication in ways that best serve our co-workers, our families, and all the people of Indiana.

On behalf of the Indiana Department of Correction, I thank you for your service and dedication.

Thank you,

Robert E. Carter, Jr.



Executive Team Members

Randy Koester Chief of Staff



Randy Koester is the Chief of Staff for the Indiana Department of Correction. In addition to directing the department's Legislative Affairs and Ethics Officers, Mr. Koester supervises the fiscal, human resources, construction services, research and technology, policies and procedures and payroll divisions.

He started with the department as a staff attorney in 1991, and since that time has worked as the agency's legislative liaison, general legal counsel, director of intergovernmental relations, executive assistant to the commissioner, chief of staff, deputy commissioner of administration and deputy commissioner.

He began his legal career as a clerk and became a staff attorney with the Indiana Supreme Court Disciplinary Commission. He also worked for three years as a deputy attorney general, serving in the Criminal Appeals and Government Litigation Divisions in the Attorney General's Office.

Randy has a bachelor of science degree in corporate and investment finance from Indiana University's Kelly School of Business, and a doctorate of jurisprudence from Indiana University School of Law.

Dave Bursten Chief Communications Officer



In June of 2019, David Bursten became the Chief Communications Officer for the Department. In this position he has guided and directed internal and external communications to share information with the public and media related to IDOC facilities across the State of Indiana.

David Bursten is a 41-year veteran of law enforcement. He has served as a military police officer in the United States Army and as a city police officer in Santa Monica, California. He recently concluded a 36-year career with the Indiana State Police where he worked as a road trooper, as well as completed assignments in the Governor's security staff and the Training Division of the Indiana State Police. From 1995 to 2019, David performed public information-related assignments while holding the ranks of trooper, sergeant, and first sergeant. At the time of his retirement from the Indiana State Police he held the appointed rank of Captain, and served as the chief public information officer, reporting directly to the superintendent and to the chief of staff.

Over the course of his public information career, David has provided media relations training for public safety professionals starting their careers, for veteran and command level police personnel, and private sector professionals.

David is a past president and current member of the Indianapolis Public Relations Society (IPRS) and is also a current member and past presenter to the National Information Officers Association (NIOA).

James Basinger - Deputy Commissioner of Operations



Deputy Commissioner of Operations James Basinger oversees the classification, adult operations, parole and re-entry facilities. Deputy Commissioner Basinger, a 27-year veteran with the department, previously served as the executive director of Adult Operations. Mr. Basinger began his career with the Indiana Department of Correction on Dec. 21, 1991 at the Bloomington Work Release Center as a correctional officer. He was transferred to Wabash Correctional Facility (WVCF) in the summer of 1992.

Mr. Basinger held various custody positions while at WVCF from officer to major, also serving as the emergency squad commander for seven years. He has been a firearms instructor, CPR/first aid instructor, training officer and staff development training coordinator for WVCF. Mr. Basinger is also a graduate of the first Emerging and Experience Leadership Program. Mr. Basinger held the position as major at the Putnamville Correctional Facility from 2000 to 2003. He was promoted to deputy warden in February 2009 at the WVCF then promoted to warden in October 2009 at WVCF.

In April 2009, Mr. Basinger retired as command sergeant major with the 76th Brigade of the Indiana National Guard after 25 years of service, beginning as a United States Marine. He served two tours of duty in Iraq and a third tour of duty as the 76th Brigade's Rear Detachment Command Sergeant Major. Mr. Basinger has a bachelor's degree in criminal justice and a master's degree in business administration.



Christina Reagle Deputy Commissioner of Administration & Finance



Christina Reagle serves as the department's deputy commissioner of Administration and Finance, overseeing the finance, construction services, data analytics, and technology divisions.

She began her career in state government in 2010 as an accountant with the Department of Child Services. She moved to the Department of Correction in September 2011, and has held the positions of accounts payable manager, financial analyst, deputy controller, controller, and chief financial officer. Prior to joining state government, Ms. Reagle worked for JP Morgan Chase as an assistant branch manager, and spent several years as a staff accountant at a local CPA firm.

Christina has served as a team leader and mentor for the department's Leadership Academy, a program that promotes self-awareness, self-assessment, and personal accountability to developing leaders from multiple state agencies. She also serves as an instructor and mentor in the department's Women in Leadership training program, a program focused on assisting female staff develop their leadership skills, improve communication with others, and understand their importance in corrections.

Ms. Reagle earned her bachelor's degree from Indiana University Purdue University Indianapolis and is currently pursuing her masters of business administration at Indiana State University.

Christine Blessinger - Deputy Commissioner of Re-Entry & Youth Services



Christine Blessinger serves as the deputy commissioner of Re-Entry & Youth Services. Chris oversees all areas of the juvenile division to include: operations, case management, programs and re-entry. Chris began her career working for the Department of Correction in 2000 as a psychiatric social service specialist III at the Pendleton Juvenile Correctional Facility. She served as a program director 2 and was promoted to program director 1 at Pendleton Juvenile Correctional Facility. Chris was then promoted to program director/assistant director of the division in 2008 where she was the state coordinator for Performance-Based Standards (PbS) and Community-based Standards (CbS). She was also responsible for program implementation, comprehensive case management and re-entry services before being promoted to the chief operations director of the division in 2014. Chris is a member of the Council of Juvenile Correctional Administrators (CJCA) and a member of the American Correctional Association (ACA). Chris is also a certified PREA auditor for juvenile facilities. Prior to working in corrections, Chris held positions of youth care worker, youth manager and case manager at the Henry County Youth Center. Chris holds a bachelor of science degree in criminology from Indiana State University.

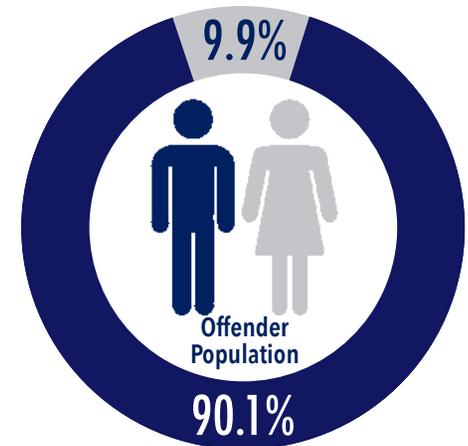
Dr. Kristen Dauss - Chief Medical Officer



Dr. Kristen Dauss' primary mission is to serve vulnerable Hoosiers by providing quality medical care to incarcerated individuals. Dr. Dauss' experience includes working for the IDOC most recently as the regional psychiatry director, while also providing direct patient care through the Division of Youth Services.

Dr. Dauss holds a bachelor's degree from Indiana University Bloomington and earned her medical degree from Morehouse School of Medicine in Atlanta, Georgia. She completed a triple board residency in general pediatrics, general psychiatry, and child adolescent psychiatry at Indiana University School of Medicine. Her experience allows Dr. Dauss the unique ability to examine systems of care and integrate physical and behavioral health needs to treat the whole person.

Dr. Dauss also served as a staff physician at Fairbanks in Indianapolis, Indiana, treating the physical and mental health needs of persons with substance use disorder. She also taught students at Indiana University School of Medicine and Community Health Network, where she is a volunteer faculty member.



Members of the 2019 Executive Staff, visit:
<http://www.in.gov/idoc/2347.htm>

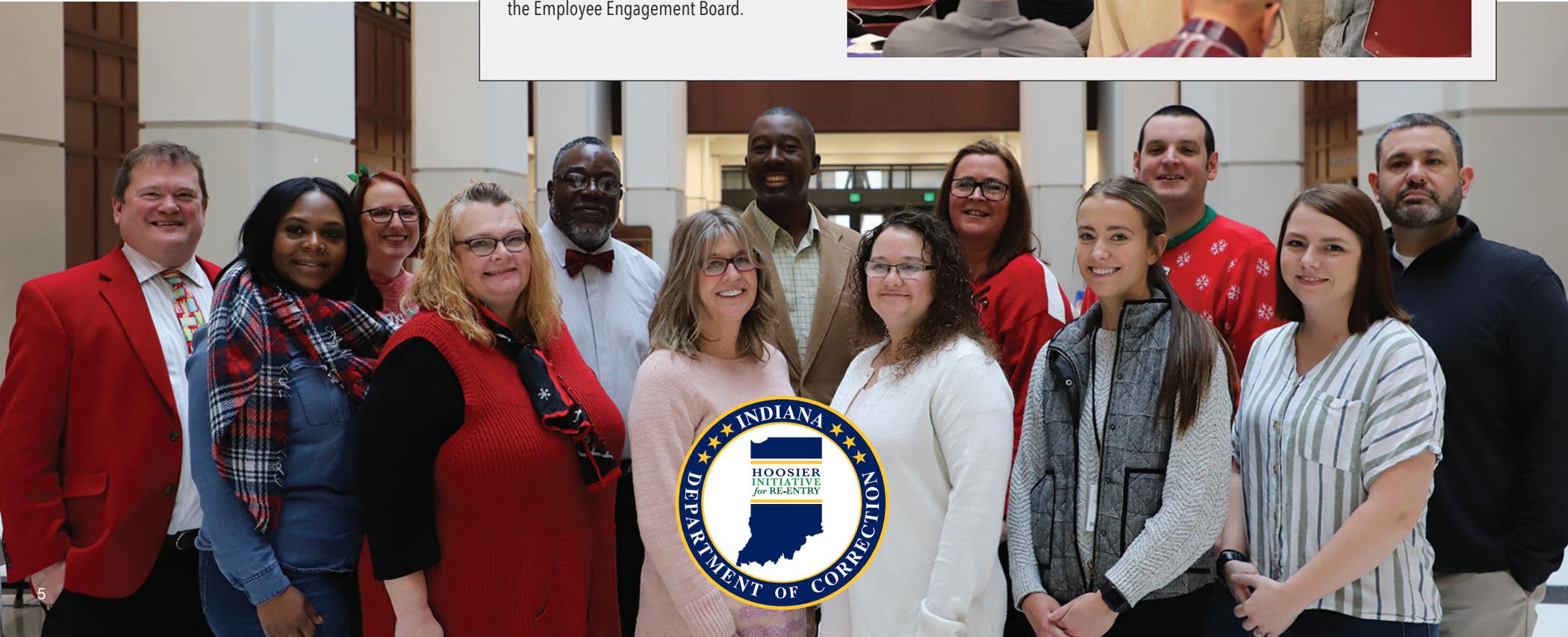
Timeline of Progress

JANUARY

The HIRE team officially became members of the Indiana Department of Correction in January 2019! During their first year with the agency they assisted with the planning of three Employer Days, hosted three virtual job fairs, and facilitated workforce readiness workshops in every adult and juvenile facility. Staff also focused their efforts on pre-release employment, connecting qualified offenders with Indiana employers in need of employees. A Pre-Release trophy was awarded monthly to the HIRE coordinator with the most pre-release placements that month.

FEBRUARY

In September of 2018, the Employee Engagement Committee was established by developing four subcommittees to research topics discovered in the cultural assessments. These four groups worked with subcommittees to research topics discovered in the cultural assessments. These four groups worked extremely hard to develop executive directive and made their final presentations to Commissioner Carter in February of 2019 through the guidance of the Employee Engagement Board.





MARCH

The Hoosier Initiative for Re-Entry (HIRE), Indiana Department of Correction (IDOC) and the Indiana Department of Workforce and Development (DWD) were nationally recognized for a virtual job fair for incarcerated individuals. On March 6, DWD accepted the prestigious William J. Harris Equal Opportunity Award at the National Association of State Workforce Agencies' (NASWA) 2019 Winter Policy Forum in Washington, D.C. This award is bestowed upon a state demonstrating excellence and innovation in the area of equal opportunity.

APRIL

The Madison Correctional Facility CNC graduates were participants at the National American Technical Education Association (ATEA) Conference. ATEA is a team of educators, businesses and government leaders from across the United States who advocate support for technical education to foster American industry, good jobs and the skill development of individuals.

Adult Average
Age at Intake

33.9



Timeline of Progress

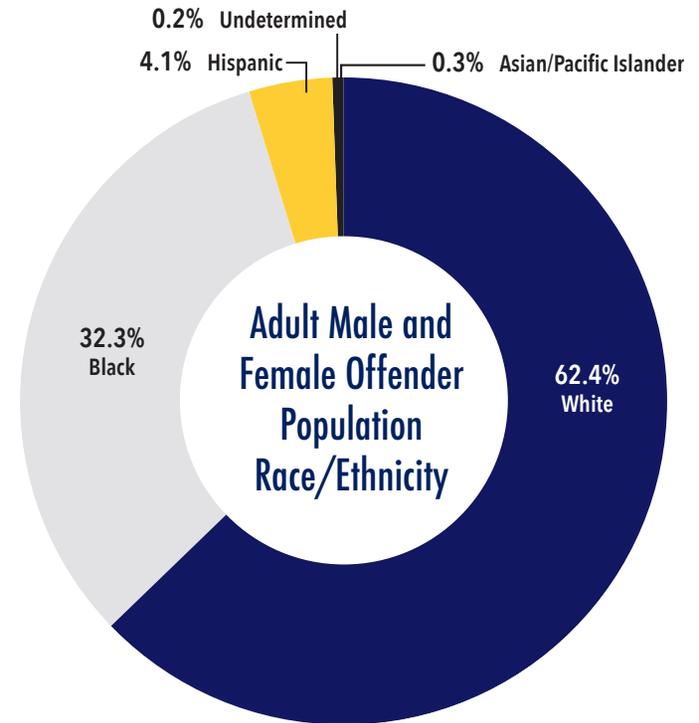
MAY

Plainfield Correctional Facility completed the first class of INPEP Project Echo in the IDOC on May 29. Offenders received specialized training in health safety and became the first facilitators for Indiana Peer Education Project (INPEP ECHO), or Project Echo for short. Project Echo has had great success with improving the quality of life of incarcerated offenders by educating them on the hazards of infectious and contagious diseases and risky behavior. These offender facilitators are now educating other offenders within the population about Project ECHO.



JUNE

Edinburgh Correctional Facility celebrated graduates of the Prison Fellowship Academy. The academy has been a year-long class teaching the participants important re-entry skills from a biblically-based perspective. Each of the twelve graduates committed to attending class twice a week for a full year. Class topics covered many important re-entry subjects from parenting, financial literacy, overcoming automatic responses, taking personal responsibility, and much more.





JUNE

On June 12, three weeks before her death in Krakow, Poland Holocaust survivor Eva Kor spoke to staff and offenders at the Pendleton Correctional Facility of her experiences during the Holocaust. Upon her family's arrival at Auschwitz in 1944, Eva and her twin sister Miriam were separated from their parents and two older sisters. At the hands of Dr. Josef Mengele, Eva and Miriam were used as human guinea pigs and subjected to numerous experiments. Only Eva and Miriam survived, but through her lifetime, Ms. Kor learned to forgive and has used her experiences to spread her message of hope. In appreciation of her acceptance to speak with staff and offenders, the American Legion Post #608 made a monetary donation in the amount of \$2,432 to the CANDLES (Children of Auschwitz Nazi Deadly Lab Experiment Survivors) organization, which was founded by Mrs. Kor with a mission to educate the public about the Holocaust and to search for other twins who were victims of the experiments conducted by Dr. Mengele.

Offenders on Parole



Excludes Indiana parolees on parole in other states; includes other states parolees supervised by Indiana.

JULY

Putnamville Correctional Facility hosted its second annual Father-Daughter Dance thanks to Erick Sanders and the You Yes You Project! There were 20 fathers and 24 daughters that were able to bond for three hours of dancing, pictures, crafts, and gifts.



Timeline of Progress

AUGUST

U.S. Secretary of Education Betsy DeVos visited the Pendleton Juvenile Correctional Facility, “second chance” program aimed at teaching incarcerated youth to become software engineers.

Indiana was the first state outside of California to adopt the coding program. It’s now in five state correctional facilities.



33.78%

were recommitted to the IDOC within three years of their release date, for either a new conviction or a violation of post-release supervision.

SEPTEMBER

New Castle Correctional Facility started a new vocational program—Logistics. Logistics is a 144-hour program that requires the students to earn both the CLA (Certified Logistics Associate) and the CLT (Certified Logistics Technician) certification.



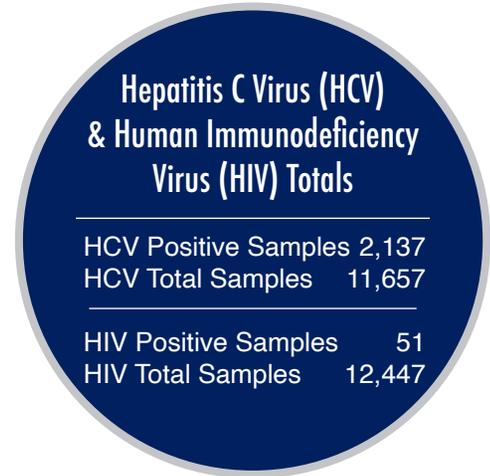


SEPTEMBER

A special thanks to Sgt. Stephen Jeter, Ofc. David Stater, Ofc. Cole Bell and Ofc. Stacey Kidwell and their crew of 40 residents from the Edinburgh Correctional Facility on Labor Day weekend. They setup and tore down the courts for the 2019 Mayor's International Futsal Cup hosted by Indiana Futsal.

SEPTEMBER

Indiana State Prison won the 2019 IDOC Annual Softball tournament!



Timeline of Progress

OCTOBER

New Castle Correctional Facility started a Commercial Driver's License study program in October. Fourteen students completed the course. A new cohort is planned each quarter.



OCTOBER

The Indiana Department of Correction (IDOC) hosted the Intelligence Analyst Academy in Indianapolis. IDOC announced the graduation of 25 intelligence professionals from the Correctional Intelligence Analyst Academy hosted by the IDOC's Investigation and Intelligence Division.

The purpose of the one-week Correctional Intelligence Analyst Academy was to provide participants and administrators expectations and clear direction of what is anticipated from them as a correctional intelligence analyst. Additionally, they learned their purpose as an analyst and the tools and resources available to investigative staff.



NOVEMBER

Motivational Speaker and former Harlem Globetrotter, Derick "Dizzy" Grant, visited the students at Pendleton Juvenile Correctional Facility (PNJ) to discuss the hills and valleys of life.

While at PNJ, Derick shared with students his past experiences of wanting opportunities in life but turning them down when they were offered. He challenged students to step out of their comfort zone and find their gift in life to share with others. Derick told students that "everything happens for a reason" and everyone experiences "hills and valleys" in life. He encouraged the students to stop focusing on where they want to be as the big picture and focus on what they need to complete each day to move forward.

Derick concluded his time at PNJ praying that each student lead a positive life filled with opportunities; not just in Indiana, but for young people throughout the country.



DECEMBER

On December 2, Putnamville Correctional Facility held its "Bridges to Life" program graduation for 38 male offenders. The Bridges to Life program is a 14-week intensive program based on victim impact restorative justice material where offenders listen to live speakers and speakers via video. The offenders are required to complete weekly material using their Bridges to Life manual and workbook and are also required to attend no less than 12 classes to successfully complete the program.

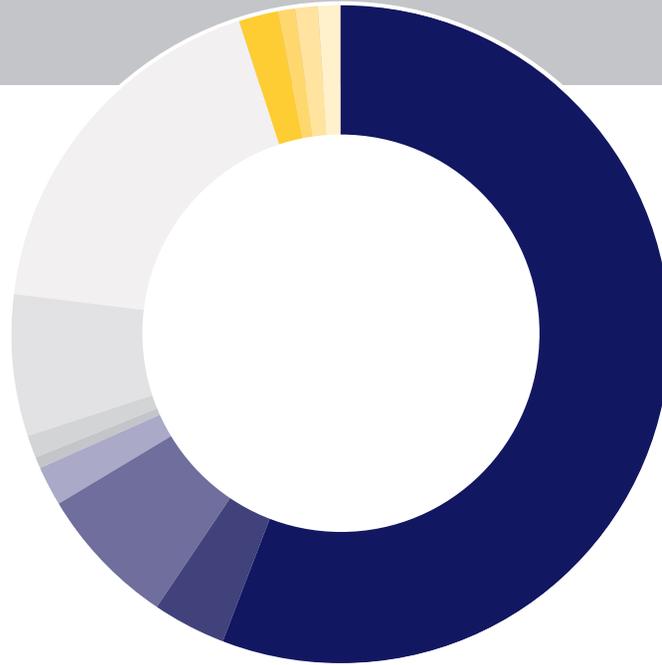
Pictured are the staff and volunteers that lead the program at Putnamville. Left to right: volunteer Mark Patterson, IDOC Chaplin Keith Blackburn, volunteer Barbara Blackburn, Bridges to Life Staff facilitator Misty Wallace, Putnamville caseworker/program site volunteer Lauren Orme, and Tim Phegley, deputy warden of Re-Entry.



Adult Facility Information

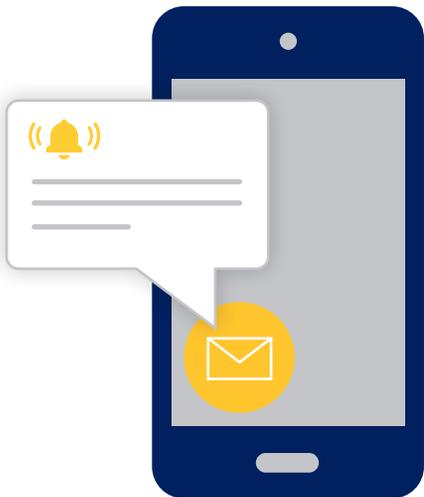
■ Personnel Services	\$ 310,237,006
■ Utilities Expense	\$ 22,872,798
■ Miscellaneous Contract Services	\$ 39,349,927
■ Supplies & Uniforms	\$ 8,981,478
■ Equipment	\$ 595,799
■ Miscellaneous Administrative	\$ 3,592,945
■ Food Service Contract	\$ 36,416,242
■ Medical Services Contract	\$ 104,227,826
■ Education Services Contract	\$ 8,661,273
■ Preventative Maintenance	\$ 4,366,801
■ Lease Payments	\$ 4,472,534
■ Capital Projects	\$ 4,116,570
TOTAL	\$ 547,891,199

Operating Expenditures



27,268

Total Adult Population in the IDOC Facilities
Includes IDOC offenders held in county jails and contract beds.



The Classification Division upgraded the capabilities of the IDOC Classification Dashboard to include more filters and security level specific information. These upgrades resulted in more efficient projection of an offender's future security level eligibility, and ability to transfer to a lower level facility or to work release. This resulted in more efficient use of available bed/cell resources.

The IDOC Classification Division developed and implemented an IDOC electronic release notification system which communicates every offender court-ordered release to affected court staff in each of our 92 Indiana counties. The e-notification system expedites the communication of pertinent sentencing information, complements hard copy documentation and significantly closes the miscommunication gap between IDOC and affected county court and jail staff.

IDOC staff from throughout the State received training conducted by the National Institute of Corrections (NIC) to learn to conduct Security Assessments. Facility security assessments commenced shortly after training was completed and will be conducted annually.

Average Per Diem
\$55.03

- Minimum Security (Level 1)
- Medium Security (Level 2 & 3)
- Maximum Security (Level 4)
- Intake Facilities



Employment & Education Preparedness

Virtual Job Fairs

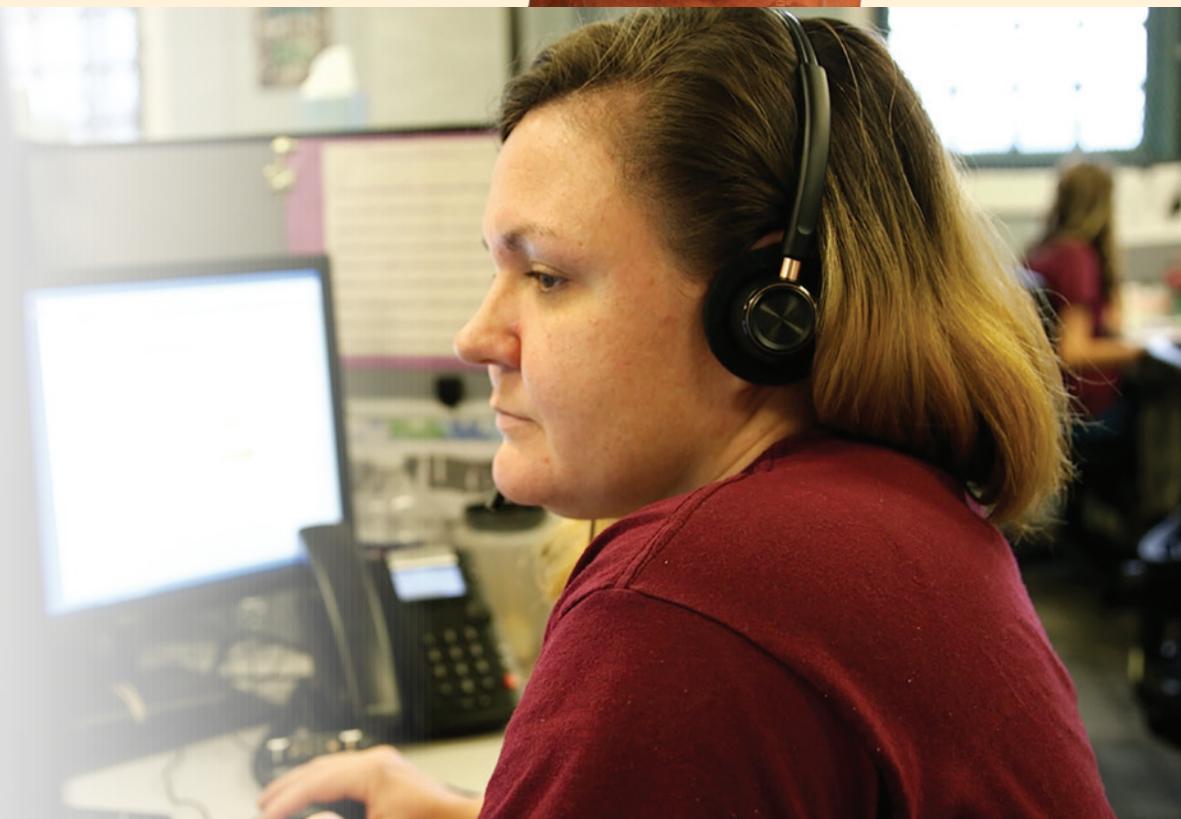
The Indiana Department of Correction HIRE team hosted three virtual job fairs during the 2019. The virtual job fairs targeted offenders approaching their release date and targeted their release location (north, central, south) in Indiana. VJFs were attended by 630 releasing offenders with 17 businesses sharing information about job opportunities including skills required, salary, benefits, and tips from hiring managers on addressing applying for a job with a felony conviction. Employers were supportive of second chance hiring and stressed work ethic, honesty, and dedication as key characteristics they were looking for in candidates.



Photo attributed to: Freepik

Vocational Certifications

We met the 1,000 certifications goal in May 2018 and met the 1,000 unique offenders earning a credential goal in August 2018. For calendar year 2019, we issued 2,450 certifications to 1,515 unique offenders.



Employer Days

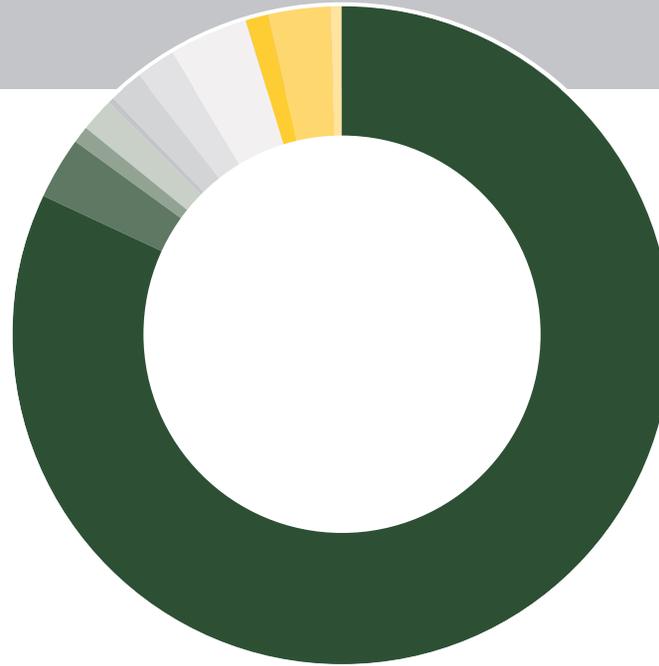
The Indiana Department of Correction hosted three Employer Days in 2019. These events provided employers the opportunity to hear from representatives from HIRE, Indiana Correctional Industries (ICI), and facility staff about employment opportunities within the correctional facilities for the offender population. They also learned about available vocational training programs and had the opportunity to tour ICI shops. The day included a panel where employers could ask offenders about their work and vocational training experiences during their incarceration and panelists could ask employers questions about seeking employment.



Juvenile Facility Information

Operating Expenditures

■ Personnel Services	\$ 30,307,078
■ Utilities Expense	\$ 1,039,396
■ Miscellaneous Contract Services	\$ 172,810
■ Supplies & Uniforms	\$ 410,505
■ Equipment	\$ 1,245
■ Miscellaneous Administrative	\$ 322,693
■ Food Service Contract	\$ 765,228
■ Medical Services Contract	\$ 1,619,897
■ Education Services Contract	(not contracted)
■ Preventative Maintenance	\$ 184,067
■ Lease Payments	\$ 1,108,788
■ Capital Projects	\$ 84,172
TOTAL	\$ 36,015,879



Total Juvenile Population in the IDOC Facilities

350

Average Per Diem

\$232.13

LaPorte Juvenile Collaborative Project

Two officers from the LaPorte County Sherriff's Department took time out of their day to visit girls at LaPorte Juvenile Correctional Facility. The officers came in to talk to the girls, mentor the girls and participate in some activities with them as well. This is a project that we hope will initiate understanding and good will towards officers. This will be a reoccurring mentorship program that we hope many of the girls will be able to participate in, as well as having a multitude of different officers.



Former Logansport Juvenile Correctional Facility student, Chris Hosier, came back to the facility 15 years after his incarceration to share his message with the current ROC (Recovery Oriented Community) Unit. Chris shared a message about struggle, loss, perseverance, hard work ethic and even helpful business strategies at a level the students understood. He talked to the students about the importance of making changes in their lives for themselves and how important it is to surround yourself with family and positive people. Chris has become a successful musician.

Medium Security / Low Medium Security

High Medium Security

Maximum Security

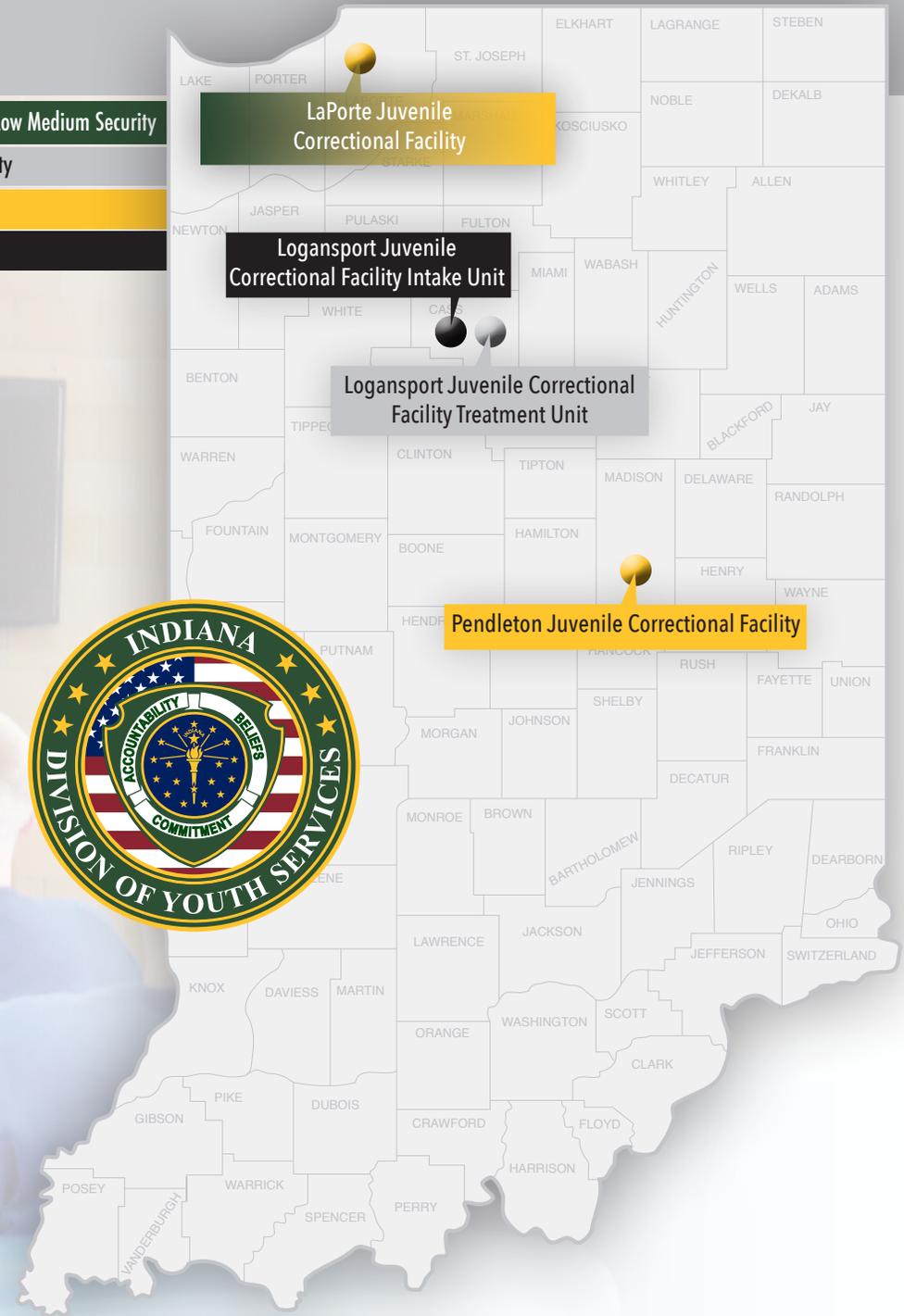
Intake

LaPorte Juvenile Correctional Facility

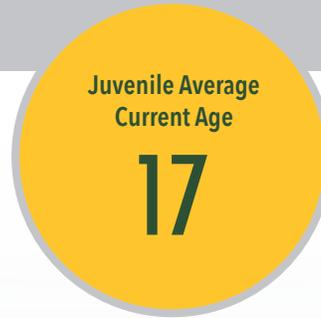
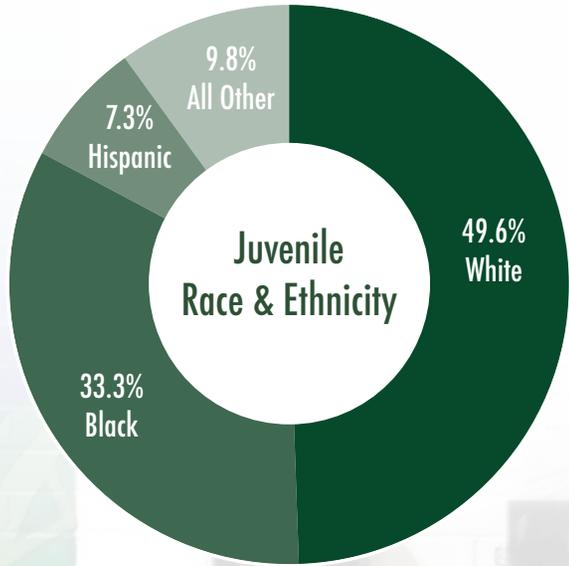
Logansport Juvenile Correctional Facility Intake Unit

Logansport Juvenile Correctional Facility Treatment Unit

Pendleton Juvenile Correctional Facility

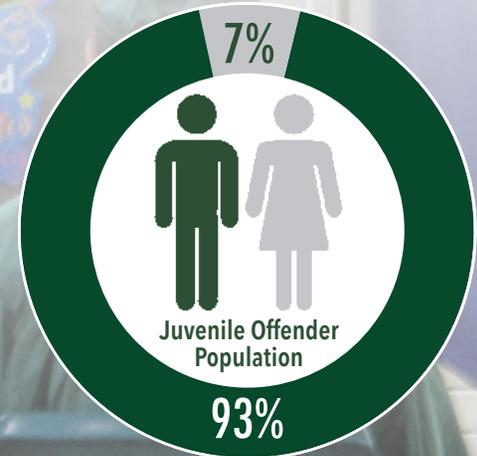


Juvenile Facility Information



LaPorte Juvenile Graduation Success

We have also been working on increasing graduation rates. We have had five graduation ceremonies through the year, with a total of 31 graduates, 24 Test Assessing Secondary Completion (TASC) and 7-Core 40 diplomas. We are extremely pleased with this due to our average population of 35 for the same time frame.



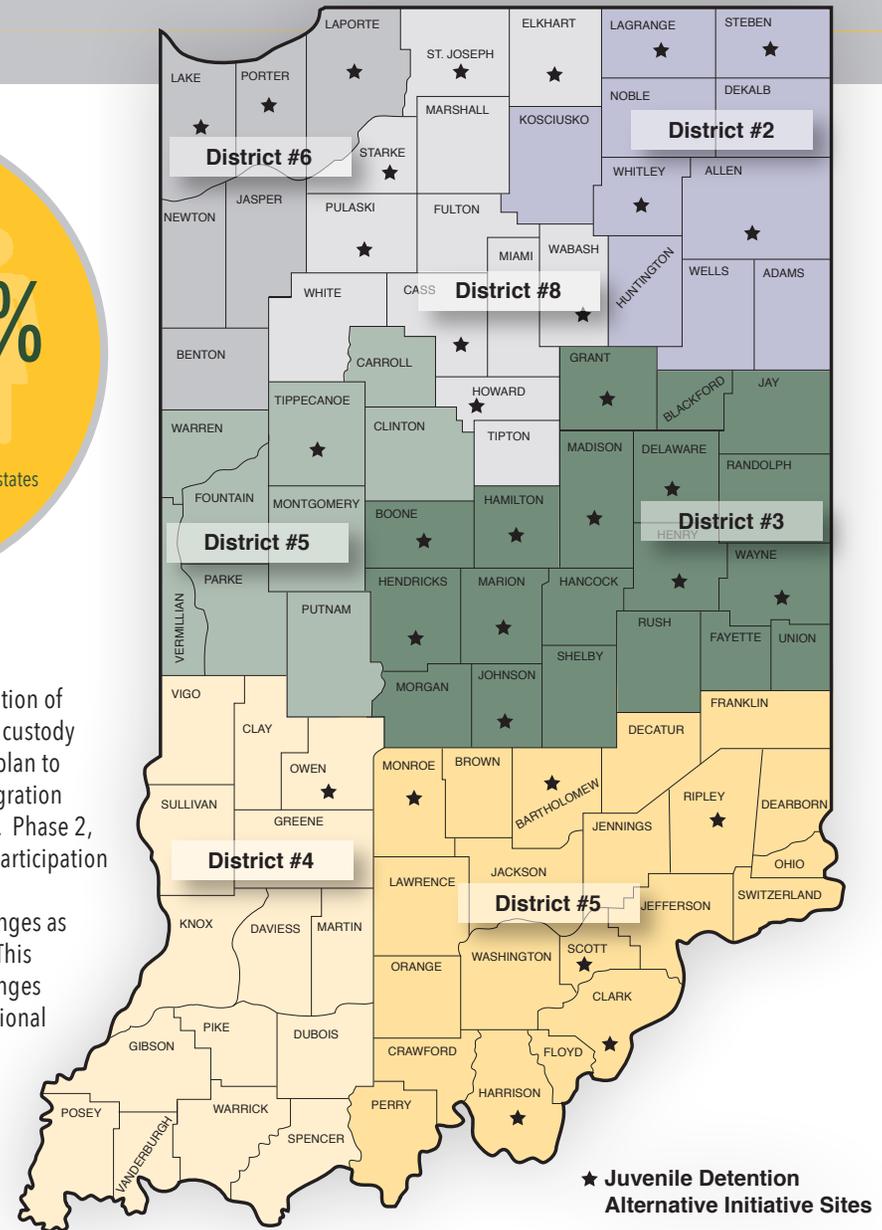
Juvenile Reintegration Districts

Over the course of 2019 staff charged with responsibilities related to Juvenile Reintegration continued proactive streamlining of processes to better serve the juvenile population assigned to parole supervision. Part of this process included continued enhancement of effective communication.

Through training events with The Center for Children’s Law and Policy, the “Plan for Success” was implemented. This is a working document for students to utilize upon their release from a juvenile facility and during their parole supervision time. The “Plan for Success” guide helps the student visualize their goals, acknowledge the achievement of a goal and the positive consequence of their success, as well as understand negative consequences when a goal is not achieved.

Using a strategic advancement goal, a two phased process was implemented. Phase 1 was the creation of a questionnaire for use when a juvenile on parole commits a violation that results in their return to custody at the Department of Correction. Information gathered from the student aids in development of a plan to help support the youth in their efforts to make positive changes. This assists facility staff and reintegration specialists in efforts to encourage positive changes, as well as to identify other needs or challenges. Phase 2, with support from Dept. of Correction Staff Development and Training (SD&T) personnel, includes participation in focus groups with youth who are completing DOC programming the result of a parole violation. Information garnered from the focus groups is used to assist participating youth make positive changes as they work toward successful reentry with the neutral support system provided by SD&T personnel. This neutral support system creates an environment for youth to speak about their successes and challenges while being on parole. This, in turn, provides facility staff and the Reintegration Division with additional feedback. This feedback helps all involved – staff and youth – work toward implementation of a successful re-entry plan.

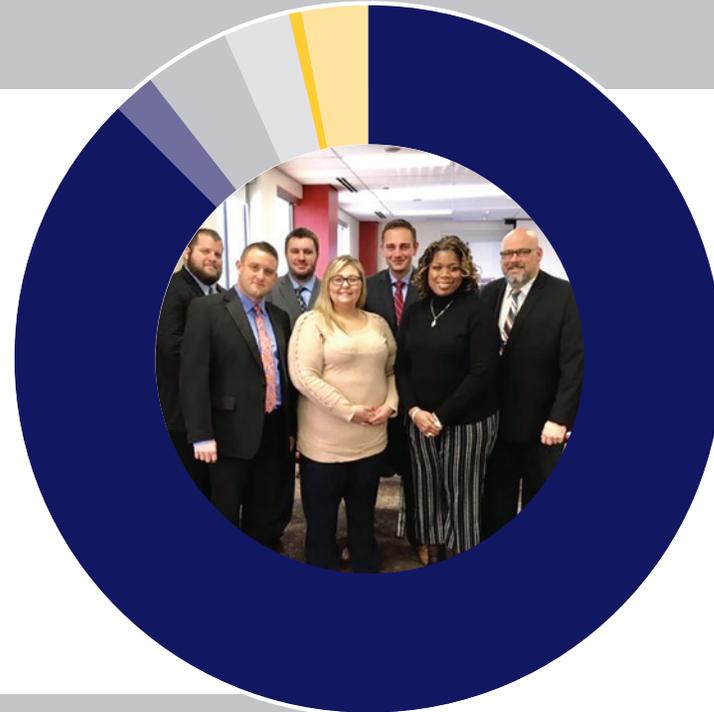
Outreach options continue to be expanded to create additional options for students in need of placement when unable to return to a guardian or family member after completion of their DOC programming. Two success examples include a residential site that became available for a DOC student and another student who successfully transitioned from a residential site to foster care the result of a Memorandum of Understanding (MOU) with the Division of Child Services (DCS). These, and other outside agency working relationships, are invaluable resources that help achieve successful outcomes for students who need stable placement over the course of their parole. And for youth on parole living with their parents/ guardians, appropriate aftercare services are coordinated through local community service providers.



Parole Districts

Operating Expenditures

■ Personnel Services	\$ 10,855,331
■ Utilities Expense	\$ 274,339
■ Miscellaneous Contract Services	\$ 534,648
■ Supplies & Uniforms	\$ 345,451
■ Equipment	\$ 20,577
■ Miscellaneous Administrative	\$ 365,030
TOTAL	\$ 12,395,376



	Total Number of Parolees	Employment Percentage	DISCHARGED (M/F)			RETURNED				
			Male	Female	Total	Tech. Violations	Delinquent	Felony	Misdemeanor	Total
JAN	5,824	79.3%	297	61	358	49	28	27	2	106
FEB	5,683	79.0%	271	48	319	52	17	16	4	89
MAR	5,607	79.3%	305	50	355	65	14	24	3	106
APR	5,614	81.1%	277	41	318	33	24	26	7	90
MAY	5,543	82.3%	293	45	338	67	27	28	2	124
JUN	5,567	81.4%	258	34	292	56	26	16	3	101
JUL	5,587	80.6%	293	50	343	49	16	19	2	86
AUG	5,489	81.6%	312	32	344	52	29	28	2	111
SEP	5,434	82.2%	281	46	327	56	30	22	3	111
OCT	5,399	80.7%	276	59	335	70	31	16	2	119
NOV	5,392	79.9%	300	55	355	52	14	20	2	88
DEC	5,382	79.4%	253	40	293	69	22	21	2	114

FOR THE YEAR										
Total			3,416	561	3,977	670	278	263	34	1,245
Average	4,952	80.6%	285	47	331	56	23	22	3	104

Total Average Hourly Wage
for IDOC Parolees

\$13.05

In 2019, the Parole Division's primary focus was to achieve a balance of case management and field operations in our effort to bridge operational and administrative gaps, improve consistency, accountability, safety and quality across the board. We re-structured the Division so that (1) the deputy director of operations provided direct oversight of all ten parole district supervisors and the day-to-day functions of each district office to include field operations and compliance, fleet management, equipment inventory, firearms, parole CPO operations, and parole GPS/home curfew and; (2) the deputy director of administration provided direct oversight division-wide of all quality management aspects such as ACA Accreditation, continuous quality improvement and training, audits and compliance, programs, statistical data and research, and policy/procedures and directives. The restructure has afforded us the opportunity to dedicate more efforts toward training and supporting our team to be the "Best of the Best."

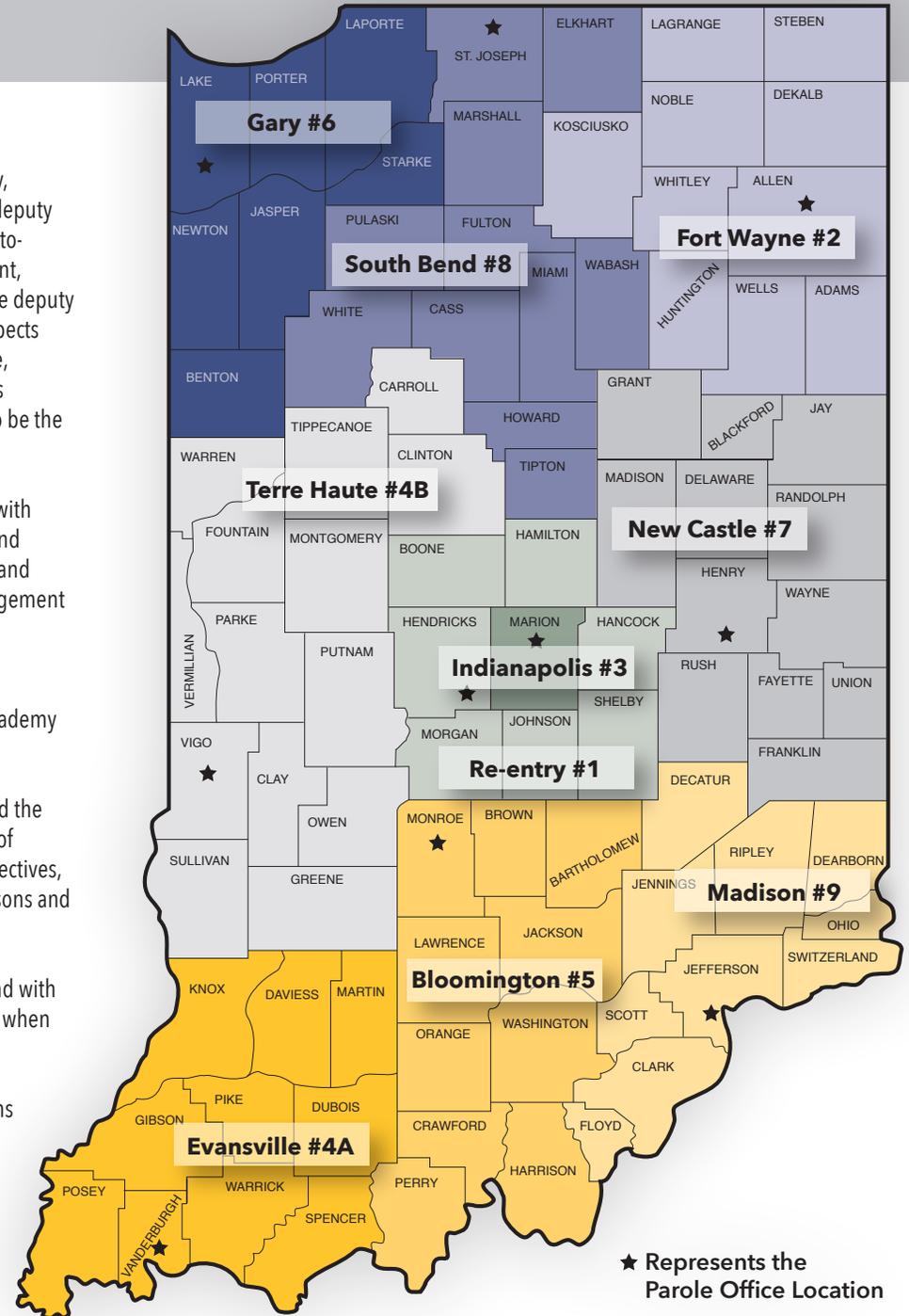
The Parole Division collaborated with the Indiana Office of Court Services to provide our agents with more tools to support them in their case management efforts. These tools include the creation and implementation of an electronic case plan in INCite, specifically for the Parole Services Division, and access to additional Incite portals such as BMV, Protection Order Registry, and CMS (Court Management System).

The Parole Quality Team with the assistance of staff development and training, developed and implemented curriculum for effective interviewing skills, which is now included in the Parole Academy Phase 5.

With assistance from the IDOC Data Integration team, a dedicated team of parole staff developed the new Parole Services SharePoint Site and Power App to use in the field to assist in the bolstering of communication to staff; and to give parole staff access to important information like division directives, Electronic Monitoring GPS Worksheets, easier notification of referrals to the Parole Re-Entry Liaisons and HIRE representatives to facilitate effective re-entry.

The Parole Division continued statewide efforts to enhance public safety by working hand in hand with local/state/federal law enforcement, and by requiring all parole agents to partner up in the field when conducting home contacts with parolees and other community-based supervision duties.

The Parole Services Division was re-accredited by the Commission on Accreditation for Corrections at the American Correctional Association 2019 Congress of Correction Conference in August in Boston, Massachusetts. The division was compliant with 100% of mandatory standards and 98% of non-mandatory standards. Our re-accreditations since 2010 represents the strength, dedication and team work of the staff of Parole Services and the satisfactory completion of a rigorous internal self-evaluation/mock audit process.



Staff Development & Training



Employee Meals

In June 2019, the Recruitment and Retention Team worked with Aramark staff to accomplish the goal set by Commissioner Carter to provide a meal for every employee. This was a great opportunity for administrative and supervisory staff to practice servant leadership throughout the department. All meals were prepared and delivered by staff.

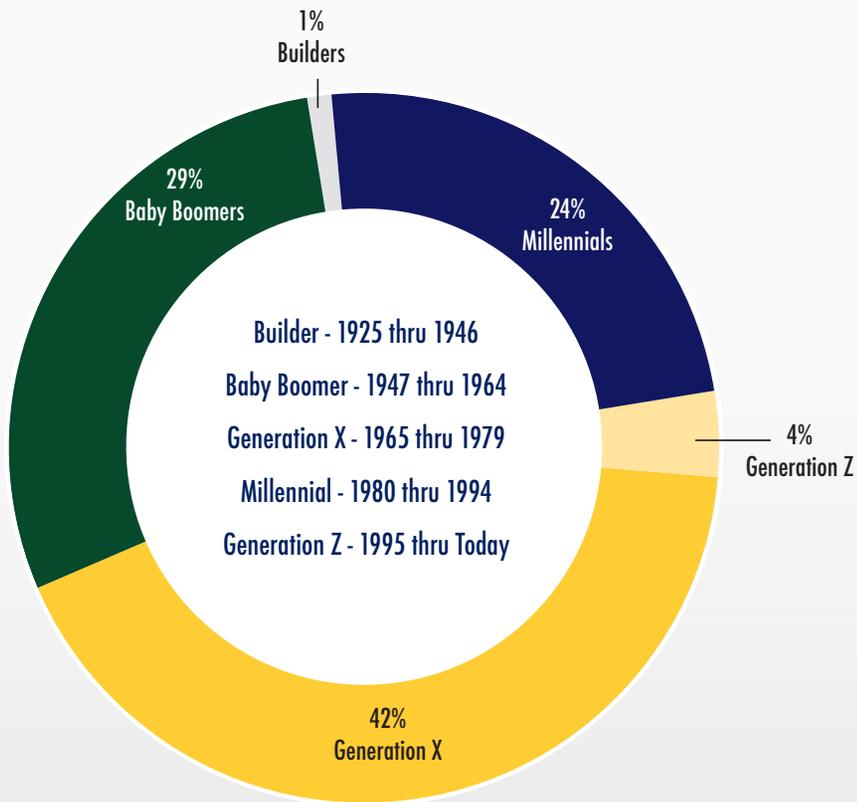
CTI's 100% ACA Audit

Receiving a high rating from ACA in any facility is a daunting task that requires a significant amount of preparation time and team work. The staff at the Correctional Training Institute took it a step further to receive a perfect 100 percent score during the official audit conducted by Lonnie Lemons and Fred Campbell. "I've been doing this for 20 years, and you've got one of the best (correctional training) academies around," Lemons said. Such a high honor is deserved for the hard work and dedication by the staff at CTI for going above and beyond in their efforts.



6,473
**Total Department
 Active Personnel**
 Includes: 532 GEO Contracted
 (Non-state) Employees

The Department Employee Demographics



The Sentence Computation and Release section introduced a new 12 module electronic learning course which provides valuable, timely information to numerous IDOC Classification, Re-entry, Parole and Disciplinary Hearing Board staff. The new E-Learning modules cover a wide variety of subjects ranging from offender intake, sentencing, parole, clemency, parole violations, warrants, detainers and pending charges, time cuts, court orders, disciplinary hearing board process, ICOTS, offender releases, IDOC placement assistance, and staff responsibilities and duties. Each of these new modules have provided excellent learning tool for new, veteran and newly reassigned staff alike and are being implemented as a portion of affected staff appraisals.

Indiana Correctional Industries



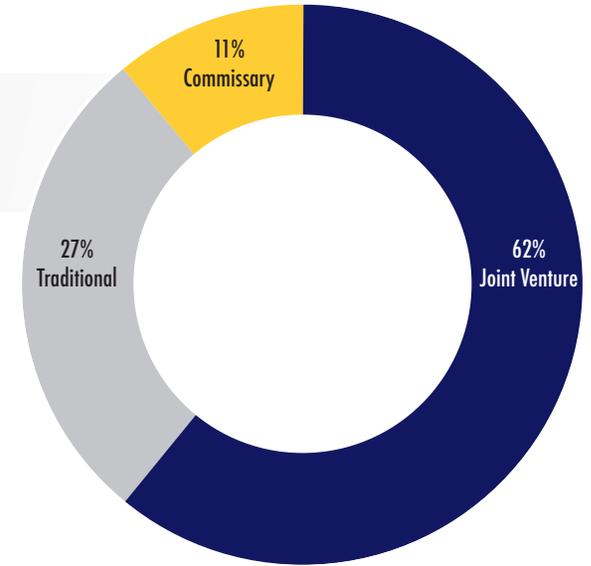
Indiana Correctional Industries Mission is dedicated to providing offenders real world training programs that develop work ethics, skills and abilities to support successful re-entry.

Indiana Correctional Industries sews new offender garments - from khakis to blues

Delivery of new blue pants and shirts, produced by Indiana Correctional Industries, began in June of 2019 to replace the male brown jumpsuits. The new offender uniforms will assist offenders on their path to rehabilitation by helping them look and feel less like an offender and more like an individual working on their rehabilitation. Blue pants were rolled out for female offenders in late November 2019 with blue t-shirts to follow.

Indiana State Prison opens first private sector partner operation

Indiana Correctional Industries began its first private sector partnership at the Indiana State Prison. Offenders work in a call center operation and conduct outgoing business-to-business sales calls for a telemarketing business. The calls are placed to only private sector companies across the country. This is the first joint venture partnership at the Indiana State Prison.



3 Types of Operations

Provide offender job training by:

Joint Ventures	1,059
Partnering with private sector companies to manufacture products or provide services.	
Traditional	470
Manufacture products and provide services.	
Commissary / Distribution / Logistics	190
Provide Commissary products to offenders and provide transportation and delivery of all products.	
TOTAL	1,719





Private sector partner opens second call center in Madison Correctional Facility

Indiana Correctional Industries and private sector partner, Televerde, opened a second Sales and Marketing Engagement Center at the Madison Correctional Facility. The joint venture partnership aims to reduce recidivism rates by providing specialized training and work opportunities to incarcerated women. The first engagement center was opened at the Rockville Correctional Facility in 2014.

Central Office / Showroom will be open in spring 2020!

1110 South Vestal Drive, Plainfield, Indiana 46168



Indiana State Prison

- Call Center (JV)
- Highway Signs
- Metal Fabrication
- Powder Coating
- Work Crew (INDOT)

Miami Correctional Facility

- Chemical Shop
- Hygiene Products
 - Janitorial Products
 - Laundry Products
 - Warewash Products
- Industrial Filters (PIECP)
Materials Management Group
Mattresses
Offender Clothing
Packaging (JV)
Wire Harness (PIECP)

Rockville Correctional Facility

- Call Center (JV)

Correctional Industrial Facility

- Automotive Parts Refurbishing (JV)
- Chairs
- Laundry
- Theater Seat Refurbishing

Westville Correctional Facility

- Pallet Repair (JV)
- Work Crews (INDOT)

Indiana Women's Prison

- Engineering Support
- Hand Sewing (JV)

Industries Central Office

- Administrative Support

Edinburgh Correctional Facility

- Janitorial Services (JV)

Putnamville Correctional Facility

- Pallet Repair (JV)

Wabash Valley Correctional Facility

- Call Center (JV)
- Embroidery
- Printing Services
- Sewing (PIECP)
- Vehicle Wraps
- Wire Harness (PIECP)

Madison Correctional Facility

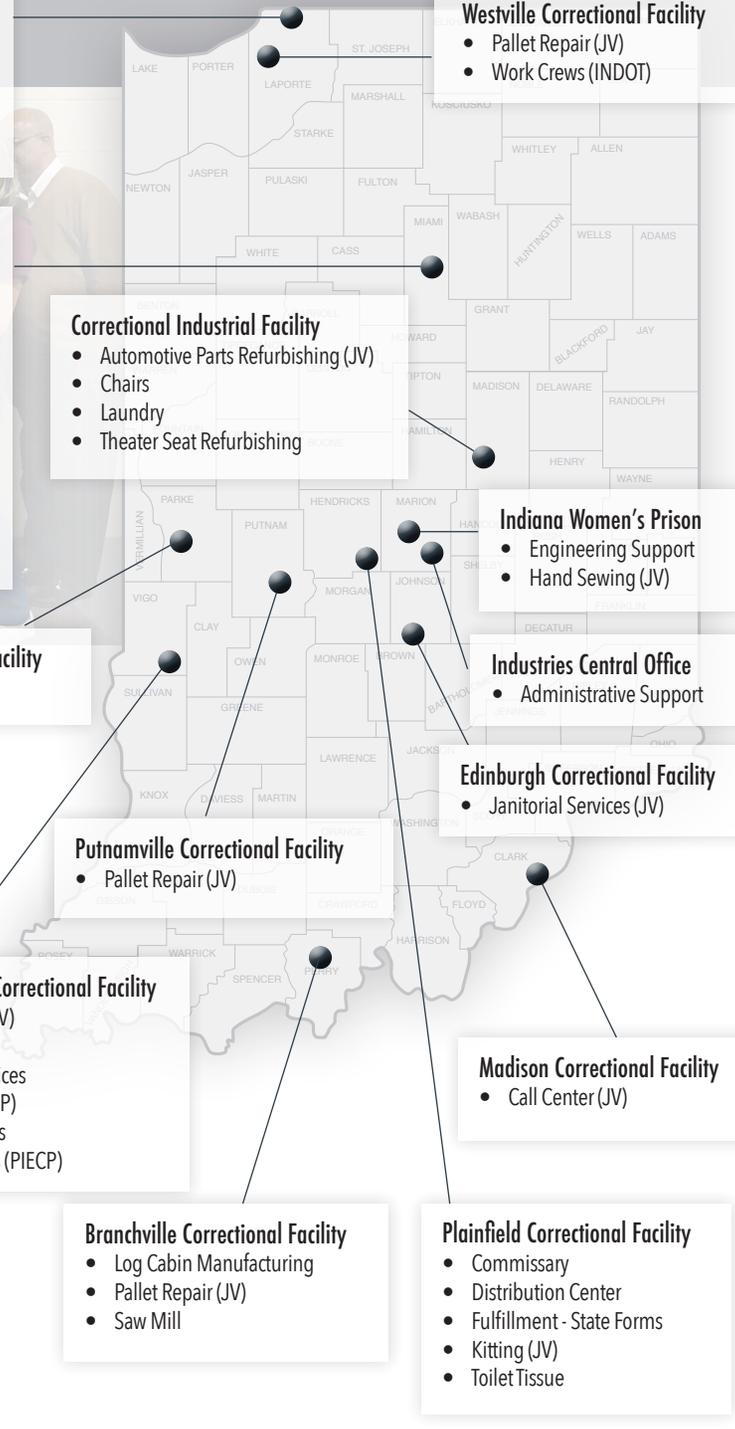
- Call Center (JV)

Branchville Correctional Facility

- Log Cabin Manufacturing
- Pallet Repair (JV)
- Saw Mill

Plainfield Correctional Facility

- Commissary
- Distribution Center
- Fulfillment - State Forms
- Kitting (JV)
- Toilet Tissue





Printed by Indiana Correctional Industries at the
Wabash Valley Correctional Facility print shop in Carlisle, Indiana.



IndianaDOC



IndianaDOC



IndianaCorrections



IndianaCorrection